

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Interface Solutions

#### MANTEC

#### Interface Solutions Takes a Team Approach to Increase Productivity

##### Client Profile:

Interface Solutions Inc. is a producer of custom sealing solutions for the automotive, fluid and industrial power market segments. They are a leading manufacturer of sealing systems and engineered composite materials, including a unique line of specialty papers. Recent acquisitions, expansions and capital investments in research facilities allow Interface Solutions to offer both OEM (Original Equipment Manufacturers) and aftermarket customers unmatched technical and design support and application testing. The company employs 50 people at its facility in Lancaster, Pennsylvania.

##### Situation:

Interface Solution's Lancaster-based plants were affected by recent economic conditions. During this time, as they were working on restructuring and developing long-term post recession growth strategies, they required specialized expertise and consultation to implement human resource initiatives. Interface Solutions called upon MANTEC, a NIST MEP network affiliate, for assistance.

##### Solution:

MANTEC's Society of Human Resource Management (SHRM) Certified professionals provided on-call Human Resources services, called HR for Hire. Through the efforts of this initiative, Interface Solutions received specialized guidance during the restructuring, planning, and implementation of the human resource initiatives. Interface Solutions implemented cellular manufacturing in their facility in an effort to streamline operations and abandon the assembly line mindset and principles. All these changes required basic training for supervisors and cell leaders. Interface Solutions asked MANTEC to review their handbook and key policies to make sure they were compliant and competitive to the industry standards.

The HR for Hire program met and exceeded Interface Solutions needs. Expert legal advice was provided for staffing optimization and implementation. As morale may have been down, Interface Solutions restructured the HR policies and focused the remaining workforce. MANTEC made several changes in the company handbook. MANTEC provided Interface Solutions with support to train their staff, guidance on developing job descriptions, and some basic supervisory training. All of the training was focused on the team and how to improve. Interface Solutions worked together as a team to meet the unexpected high demand and provide uninterrupted service to its customers. As a result of the ongoing human resource focus, Interface Solutions was awarded the MANTEC Manufacturing Award for Workforce Excellence in 2010.

##### Results:

- \* Increased production by 143 percent.
- \* Increased productivity by 15 percent.

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\* Increased employment by 20 percent.

**Testimonial:**

"MANTEC's HR for Hire program was the perfect solution to properly manage our people. We were able to call upon MANTEC for a variety of situations including restructuring, training and general guidance. Interface Solution's Lancaster-based plants would not be as far along in being a team oriented organization without the assistance provided by MANTEC."

Jeff Barrall, VP of Technology & Plant Manager